



Subject: REQUEST FOR INFORMATION

Dear Customer:

Thank you for your recent inquiry regarding our services. We have enclosed the information that you requested.

EMWD offers a broad range of programs and resources designed to help our customers save water and money.

If you would like additional information and have access to the internet, please visit our website at www.emwd.org and click on the Customers and/or Stay WaterWise tabs located at the top of the website to navigate to information about your bill; downloadable forms; tiered rates; rebates; programs; and other services we offer. You can also access the web pages directly by entering the following links in the address bar of your internet application.

- www.emwd.org/customer
- www.emwd.org/stay-waterwise
- www.emwd.org/californias-water-supply-conditions
- www.emwd.org/viewpay-my-bill-online

MyAccount is here for you. EMWD's customer portal is a great way to not only manage your account, but to track your water use all month long. Tracking your water use is key to staying under your water budget. That is why EMWD's MyAccount portal provides a water budget estimator each month and then captures your actual water use over the course of the month. By helping you project what your water use will be compared to your budget, we are able to help you remain within budget -- which saves water and money.

Be sure to sign up at myaccount.emwd.org.

If we can be of further assistance, please call the Customer Service Department at (951) 928-3777 or (800) 426-3693.

Sincerely,

Conservation Department

Attachment(s)/Enclosure(s): Conservation Packet Items

Board of Directors

Philip E. Paule, *President* Stephen J. Corona, *Vice President* Jeff Armstrong Randy A. Record David J. Slawson

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WATER WISE FOR LIFE

Eastern Municipal Water District (EMWD) is proud to promote a culture of water use efficiency among its customers. By doing our part, we are able to help stretch California's water supplies and ensure that we have a more sustainable water supply future.

As California faces continual water supply challenges that are becoming more extreme due to climate change, it has never been more important to use water wisely.

EMWD is currently in Stage 1 of its Water Shortage Contingency Plan. Customers are asked to voluntarily reduce water use by 10 percent and adhere to EMWD's permanent water use efficiency regulations.

PERMANENT WATER USE REGULATIONS

EMWD's Administrative Code prohibits the following as part of its water use regulations:

- Leaks not repaired within 48 hours of occurrence
- Excessive water flow or runoff
- Watering during rain, or within 48 hours after measurable rainfall
- Allowing water to run while washing vehicles
- Hosing down driveways and other hard surfaces, except for health or sanitary reasons
- Over-watering or watering of hardscape and the resulting runoff.



FALL 2023

EMWD RESOURCES

For more information on EMWD's Landscapes for Living program, please visit landscapesforliving.emwd.org

For turf removal rebates, please visit socialwatersmart.com

EMWD Conservation
Department:
951.928.3777, ext. 3322

WATER WISE FOR LIFE



TURF REMOVAL REBATES

Stay WaterWise

- ✔ Increased from \$3 to \$4
- ✔ Reduce outdoor watering
- ✔ Transform your home or business
- ✔ Replace turf with climate appropriate landscaping
- ✔ Must reserve rebate prior to starting project*



EMWD.ORG/SOCAL-WATERSMART

* Approval of rebate applications will be on a first-come, first-served basis and subject to funding availability. Submitting a reservation request or application does not guarantee approval or payment.

We Can Help You Save Water: EMWD has a variety of programs that can help you remain more efficient at your home and be further prepared for the next time our state faces water supply challenges. Our award-winning Landscapes for Living program offers a one-stop shop that provides design inspiration, device rebates, and information that can help you transform your outdoor living space. Visit landscapesforliving.emwd.org for more information and to sign up.

Water Saving Tips: Here are some simple steps you can take to help reduce your water use and save money in the process:

- Irrigate between 9 p.m. and 6 a.m. This will prevent evaporation and runoff, making your system more efficient.
- Install drip systems in planter beds, which can help increase efficiency and plant health by watering directly at the roots.
- Install a weather-based irrigation controller, which will automatically update irrigation times each day based on daily weather patterns. EMWD offers free controllers and installation through its Landscapes for Living program.
- Install new landscaping with low-water demand plants and trees, and only install new turf for functional purposes, such as where children or pets will play.



- STAY -
WaterWise



WITH WATER USE
EFFICIENCY